



RFP DCS 9014

Project Managers will also:

- ⌘ Have intimate knowledge of the product delivery and model life cycle plans of today's major manufacturers
- ⌘ Be capable of configuring and staging product from multiple vendors and sources, in a timely, cost effective manner.
- ⌘ Be able to develop processes that can be executed by MicroAge of Sacramento's system engineering staff, providing familiarized local support during the post-installation phase.

Consulting Engineer

Consulting Engineer (CE): must have at least 6 years experience within the last 7 years. Experience must include, at a minimum, the following:

- ⌘ Must have experience in working closely with designated network administrator(s) to develop and implement standardized network services and procedures tailored to an agency's specific organizational needs.
- ⌘ Must have experience in diagnosing failures, correct problems or providing network support services such as upgrades, one-on-one training, etc.
- ⌘ Duty statement shall include, at a minimum, the following: Acting independently as a technical advisor on the most specialized phases of system design, implementation, analysis and programming. Leading and participating in major system studies and implementations. Supporting systems engineers and internal marketing teams in solving complex problems involving a broad range of technologies and industry issues. Investigating state-of-the-art technology and applying it. Communicating technical alternatives to management and recommending action. Functioning as technical expert during product presentations to customers.

All Consulting Engineers experience also includes the following:

- ⌘ Strong knowledge of multiple platforms and their integration needs.
- ⌘ Consults, designs, and recommends solutions for the enterprise.
- ⌘ Consults on, designs, and deploys network management systems.
- ⌘ Knowledgeable with help desk requirements and their deployments.
- ⌘ Works with customers to develop and implement true asset management.
- Performs project planning to facilitate large, multi-location deployments.

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- ✧ Operational experience in large environments.
- ✧ Performs network design of large WAN's encompassing cost, performance ratios, proofs of concept, and business justifications.

Customer Engineer must have 18 months experience within the last 24 and must meet the following minimum requirements:

- Two year electronic technical degree preferred, or equivalent experience.
- Must possess certifications at a minimum two major system manufacturers including, but not limited to: Compaq, IBM, Toshiba, HP, and NEC.
- Must possess additional certifications as directed to meet any contract requirements.
- Must possess an A+ Certification
- Must possess the ability to follow instructions and communicate in a concise manner.
- Network connectivity experience.
- Must be able to work weekends if required.
- Ability to service both hardware and software computer products.

Each Customer Engineer will have available to bring, at a minimum, the following to the repair site:

- ✧ Parts
- ✧ General purpose hand tools
- ✧ Product unique tools
- ✧ Volt Meter
- ✧ Virus checker software
- ✧ Product specific diagnostic software
- ✧ Drivers/configuration files for specific hardware
- ✧ Manuals for specific hardware
- ✧ Cleaning solutions
- ✧ Pressurized air



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Telephony Engineer

This person is freshly experienced in implementing the Altigen system for MicroAge of Sacramento, including all software and CallAnalyst. All reporting requirements for the phone system and any reconfiguration requirements for the Customer Service Center will be additional duties.

Customers with specific questions regarding telephony can benefit through our "no fee" consulting services using this person.



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Subcontractors

All subcontractors staff supporting this contract will perform all services per the duty statements shown above and the contract requirements, and to furnish these services utilizing staff that has been pre-approved by the Department of General Services where pre-approval is required.



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Staff Training

MicroAge of Sacramento has at its capacity, the resources, equipment, and facilities, to provide its staff with the network product and configuration services training they require to remain up-to-date on IT products and services in this fast paced IT industry. This on-going, mandatory, in-house training is available in several different modes.

Instructor Led Network Training

MicroAge has in its employ, a Network System Engineer that is a Microsoft Certified Trainer, a Master Certified NetWare Instructor, and a Chauncey Group International Certified Technical Trainer. This resource has the additional responsibility of providing network hardware, software, and services training classes. These mandatory classes are held weekly. Classes are designed to provide all technical and professional staff with the information they need to successfully assist their clients with their network configuration requirements.

The trainer employed has developed curriculum based on extensive field and classroom experience with Microsoft and Novell. Utilizing that experience, the curriculum developed contains the following:

- ✧ Networking Essentials i.e. hubs, switches, routers, etc.
- ✧ LAN/ WAN Protocols i.e. TCP/IP, IPX, etc.
- ✧ Gathering and Analyzing Business Requirements
- ✧ Configuring Microsoft Windows NT/2000 Networks
- ✧ Configuring Novell NetWare Networks

This custom curriculum has been proven successful with MicroAge Professional and Technical Staff. It has provided them with the knowledge required in providing their clients with the best possible solutions.



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Computer Based Training

MicroAge of Sacramento has available to all technical staff a suite of DVD-ROM IT Professional and Developer Trainer Kits. These DVD's allow the staff to utilize their spare time and off hours to study the latest technologies the industry has to offer. Because each course offered in the Trainer Kit prepares the student for certification, each resource has the option to test and certify on that particular course. The Trainer Kits are an invaluable resource packed with white papers, videos, set-up guides, and other materials. The following represents the courses available for self-study:

Course	Microsoft Course Description
1560B	Updating Support Skills from Microsoft Windows NT 4.0 to Microsoft Windows 2000
1561B	Designing a Microsoft Windows 2000 Directory Services Infrastructure
1562B	Designing a Microsoft Windows 2000 Networking Services Infrastructure
1572A	Implementing and Managing Microsoft Exchange Server 2000
1585A	Gathering and Analyzing Business Requirements
1608A	Designing Business Solutions
1609A	Designing Data Services and Data Models
1905A	Building XML-Based Web Applications
1907A	Building Distributed Applications for Microsoft Windows 2000 with Visual Basic
1910A	Advanced Techniques for Designing Distributed Applications for Microsoft Windows 2000
1912A	Introduction to Web Development Technologies
1932A	Building Data-Driven Web Sites using Microsoft FrontPage 2000



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Course	Microsoft Course Description
1933A	Doing Business Online using Microsoft bCentral
2010A	Designing a Microsoft Windows 2000 Migration Strategy
2017A	Creating Web Parts for Digital Dashboards
2019A	Building Solutions in Microsoft Exchange 2000 with the Web Storage System
2062A	Implementing Microsoft Metadirectory Services 2.2
2071A	Querying Microsoft SQL Server 2000 with Transact SQL
2072A	Administering a Microsoft SQL Server 2000 Database
2073A	Programming a Microsoft SQL Server 2000 Database
2074A	Designing and Implementing OLAP Solutions using Microsoft SQL Server 2000
2087A	Implementing and Administering Microsoft Windows Clustering
2092A	Designing and Populating a Data Warehouse with Microsoft SQL Server 2000
2093A	Implementing Business Logic with MDX in Microsoft SQL Server 2000
2150A	Designing a Secure Microsoft Windows 2000 Network
2151A	Microsoft Windows 2000 Network and Operating System Essentials
2152A	Implementing Microsoft Windows 2000 Professional and Server
2153A	Implementing a Microsoft Windows 2000 Network Infrastructure
2154A	Implementing and Administering Microsoft Windows 2000 Directory Services



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Course	Novell Course Description
200	Networking Technologies
216	Fundamentals of Internetworking
529	NetWare 4.11 to NetWare 5 Update
532	NetWare 5 Design and Implementation
540	Building Intranets with IntraNetWare
560	NetWare 5 Administration
570	NetWare 5 Advanced Administration
575	NDS Design and Implementation
605	NetWare TCP/IP
652	Understanding and Applying Internet Concepts
780	Workstation Management with ZENworks
801	Service and Support
1105	Introduction to PC Hardware and Operating Systems
1106	Introduction to Networking

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Vendor Product Training

In addition to providing CBT's and instructor led training to its technical staff, MicroAge also provides vendor led, product specific training. These mandatory sessions are held weekly and are hosted by such vendors as Compaq, Microsoft, Veritas, Hewlett-Packard, Cisco, and Novell. Specific hardware and software products such as Compaq's Storage Works, Veritas' Backup Exec, Cisco switches and routers, and Microsoft Windows 2000 are presented. All vendor led training sessions are held at MicroAge in their conference facility (please refer to *figure 1*).

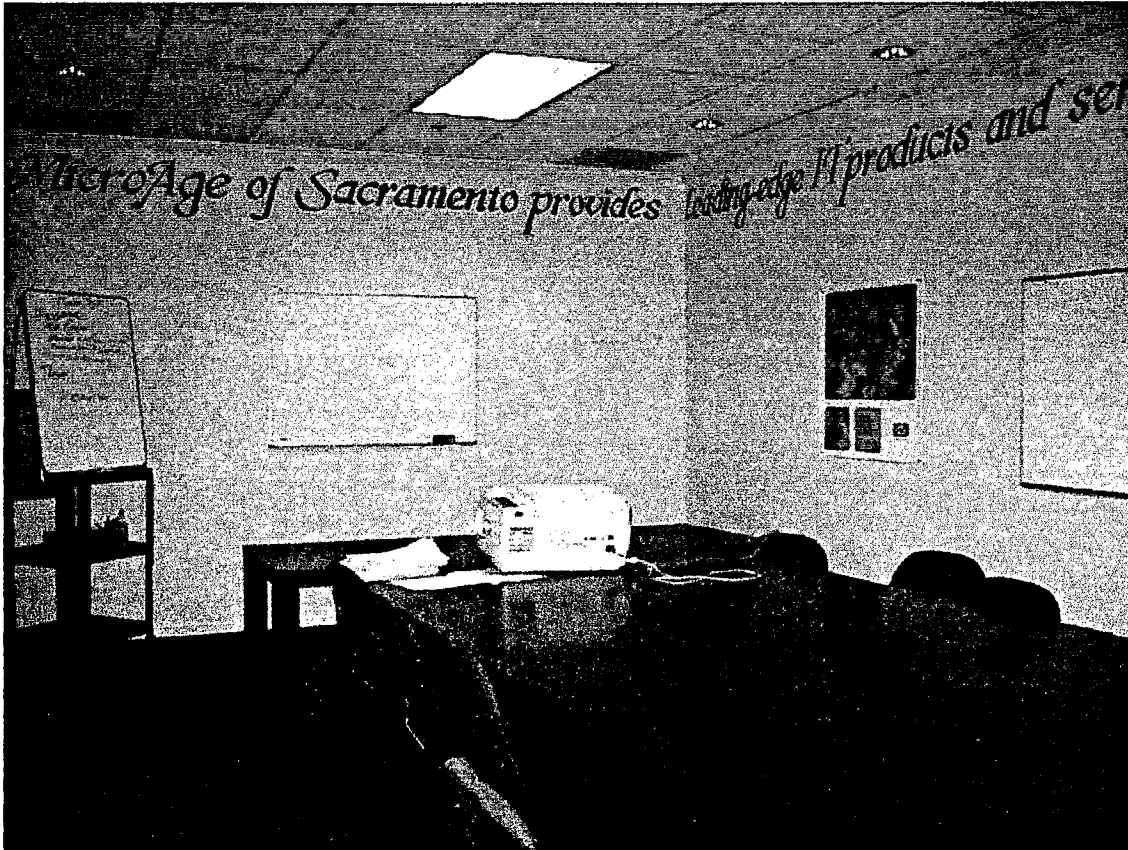


Figure 1

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MicroAge of Sacramento Facility

The MicroAge facility, besides the conference room, contains an extensive multi-faceted computer laboratory that includes Compaq rack mounted and stand-alone servers and network connectivity hardware such as switches and routers (please **refer to figures 2 and 3**). This equipment is highly utilized during instructor led network configuration training classes. The lab is visible and accessible through a set of glass doors within the conference/training room.

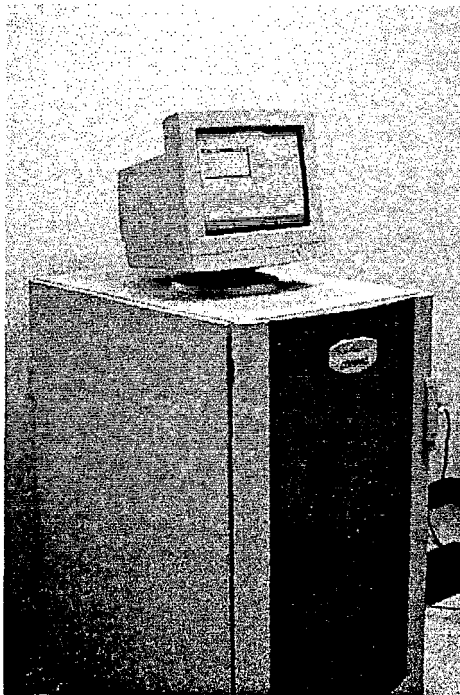


Figure 2



Figure 3

The MicroAge lab has many functions including the following:

- Network Configuration Training Facility
- Customer Demonstration Facility
- Laboratory/Test Facility

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Network Configuration Training Facility

One of the many uses of the lab is its ability to be utilized as a training facility. Vendors who participate in the weekly training have the opportunity to use the lab to simulate how their products perform in a true network environment. The lab is also used during the technical staff's network configuration classes. MicroAge's certified trainer has the ability to emulate a true network environment (please refer to *figures 2 and 3*) to simulate actual issues that customers and consultants face in the field. By utilizing a Notebook PC Security Cart (please refer to *figure 4*), the trainer has an entire network at his disposal. Because this cart contains a network server, wireless hub, and up to 24 PC notebooks with wireless NIC's, the trainer can virtually reproduce any network configuration required for the technical staff's training.

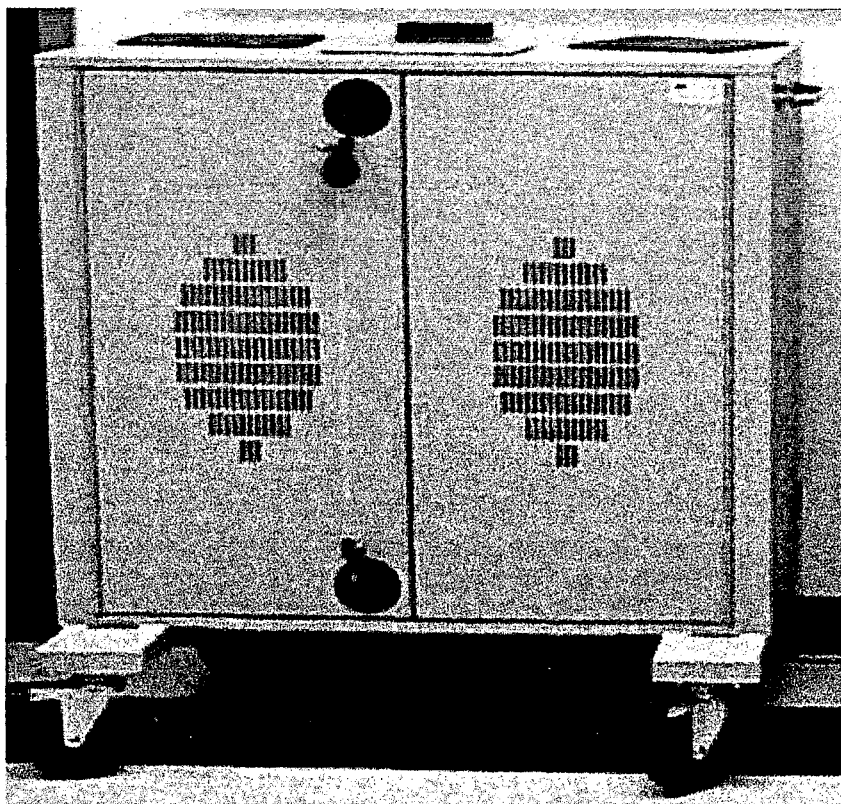


Figure 4

Because of the carts mobility and the fact that they have a certified Microsoft and Novell trainer on staff, MicroAge has the ability to also provide their customers with customized, on-site network training or a demonstration of a pending customer installation.

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Customer Demonstration Facility

MicroAge of Sacramento, as one of Compaq's leading channel partners in Sacramento, is often referred to Compaq clients as the only location in Northern California where their equipment can be demonstrated. Because of that, Compaq has provided to MicroAge, a server rack that can be utilized to demonstrate their current technologies in the areas of Storage Area Networks (SAN) and fiber switching (*please refer to figures 5 and 6*).

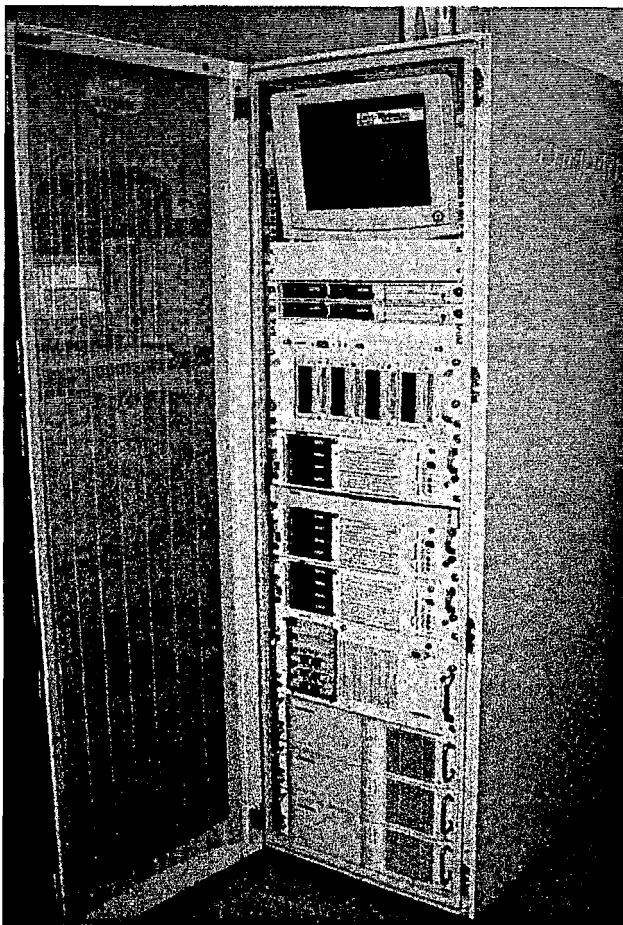


Figure 5

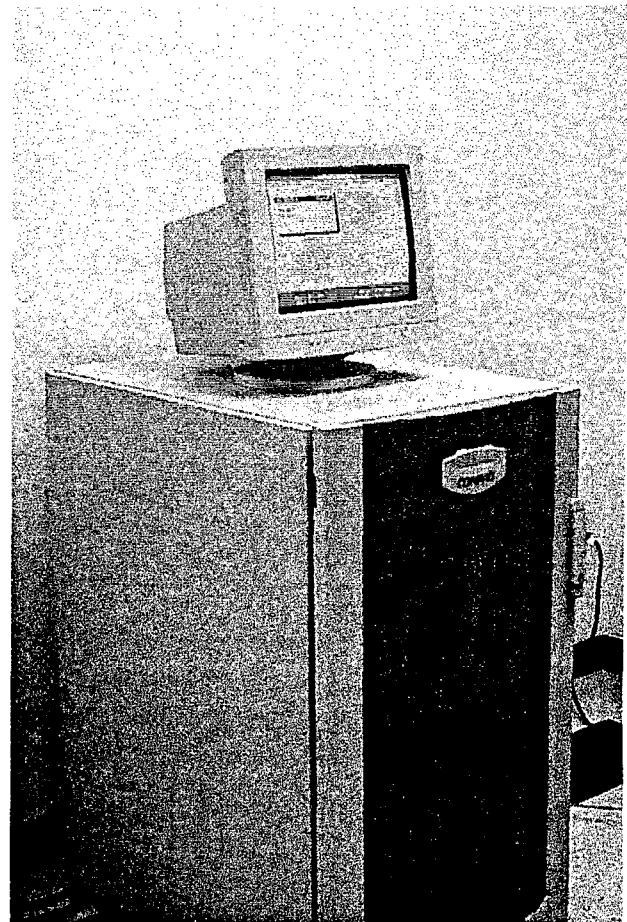


Figure 6

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Besides possessing the ability to demonstrate networking technologies, MicroAge of Sacramento is also able to demonstrate innovative printing solutions as well. Many leading printer manufacturers such as Hewlett-Packard, Xerox, and Tektronix have made available equipment to MicroAge of Sacramento's Customer Demonstration Center. High-speed plotters, high-resolution color printers, and other imaging systems can be demonstrated (please refer to figure 7).

Whether it's Compaq, HP, IBM, Toshiba, or any other vendor MicroAge partners with, if a customer has specific hardware, software, or service that they would like a demonstration of, MicroAge of Sacramento has the ability and the vendor relationships to demonstrate what their customers want.

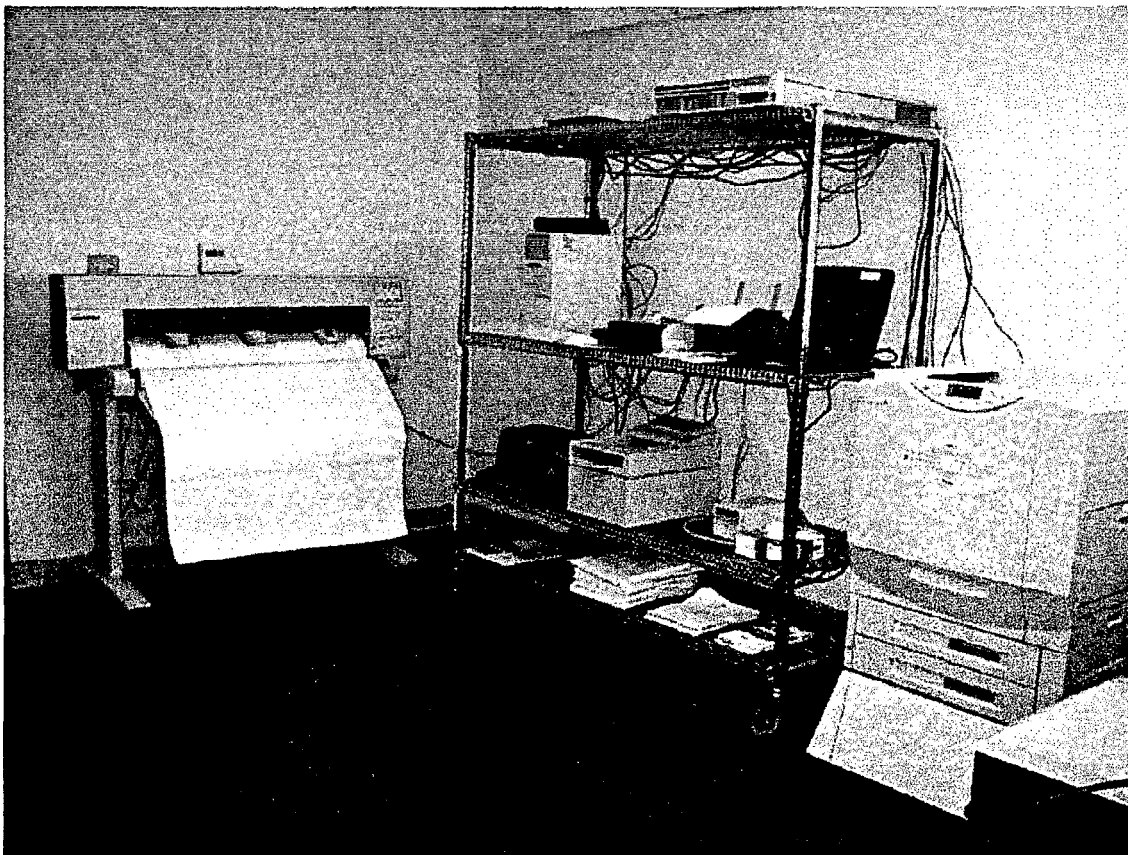


Figure 7



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Laboratory/Test Facility

The MicroAge lab is also extensively utilized for testing new and advanced network operating systems and networking hardware. In such an environment, many diverse configurations can be simulated, allowing MicroAge's technical staff the opportunity to observe the hardware and software's performance. The test results produced assist the staff in making more informed decisions regarding these products for their clientele.

One of the more important uses of the lab is in the actual troubleshooting of client networking issues. In most production environments, when network errors occur, taking that network off-line is one of the only ways to begin troubleshooting the problem. Because of the strong relationships between MicroAge technical staff and their clients, the staff is highly familiar with that particular clients networking environment. MicroAge's engineering staff is able to recreate that clients network within the lab's non-volatile environment (please refer to *figures 2 and 3*), recreate the error, and begin troubleshooting without disrupting the client's actual production environment.

In conclusion, because of the training and facilities available to MicroAge's technical and professional staff, their client's consistently receive the highest levels of service and satisfaction.

Name	Employer	Position	Microsoft Certified	Novell Certified	Certified By	Description	Date of Cert
Robert Fitzpatrick	MicroAge	Technical Consultant	No	No	Compaq	Selling StorageWorks Ent. Solutions	10/24/00
Robert Fitzpatrick	MicroAge	Technical Consultant	No	No	Compaq	Enterprise Servers/Proliant/High Avail./TaskSmart	10/26/00
Robert Fitzpatrick	MicroAge	Technical Consultant	No	No	Compaq	Selling Compaq Business Systems #505	01/23/01
Robert Fitzpatrick	MicroAge	Technical Consultant	No	No	CyBiz	BizMan Training Certificate of Excellence	02/02/01
Robert Fitzpatrick	MicroAge	Technical Consultant	No	No	HP	AdvanceNet Client Computing and HP Sales Assoc.	08/02/99
Robert Fitzpatrick	MicroAge	Technical Consultant	No	No	HP	Maintenance. and Repair SPN 362: HP 2500C Pro Series Color Printer	04/14/00
Robert Fitzpatrick	MicroAge	Technical Consultant	No	No	HP	Business PC Sales Training Tests and HP Sales Assoc.	01/29/01
Larry Gray	MicroAge	Technical Consultant	No	No	Compaq	Selling Storage Works Enterprise Solutions	10/24/00
Larry Gray	MicroAge	Technical Consultant	No	No	Compaq	Professional Sales Authorization Track	05/02/00
Larry Gray	MicroAge	Technical Consultant	No	No	HP	Sales Associate	04/26/00
Michael Barlow	MicroAge	Technical Consultant	No	No	Compaq	Selling StorageWorks Ent. Sol.	10/24/00
Michael Barlow	MicroAge	Technical Consultant	No	No	HP	Business PC Sales Training Tests and HP Sales Assoc.	02/28/01

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Name	Employer	Position	Microsoft Certified	Novell Certified	Certified By	Description	Date of Cert
Brandon Felts	MicroAge	Technical Consultant	No	No	Compaq	Selling Compaq StorageWorks Enterprise Solutions	10/24/00
Brandon Felts	MicroAge	Technical Consultant	No	No	HP	Business PC Sales Training Tests and HP Sales Assoc.	01/29/01
Lorne Zeni	MicroAge	Technical Consultant	Yes	Yes	A+	Service Technician with Specialty in the Windows and DOS environments	07/01/98
Lorne Zeni	MicroAge	Technical Consultant	Yes	Yes	Compaq	Accredited Compaq Technician for Desktop/Workstation Products	Accredited to 05/30/02
Lorne Zeni	MicroAge	Technical Consultant	Yes	Yes	HP	Maintenance and Repair for SPN 607: HP Omnibook 2100/3000/3100/4100 & 7100	07/15/00
Lorne Zeni	MicroAge	Technical Consultant	Yes	Yes	HP	Maintenance and Repair for SPN 346: HP LaserJet 4000 & 4050 Series	09/20/00
Lorne Zeni	MicroAge	Technical Consultant	Yes	Yes	HP	Maintenance and Repair for SPN 069: HP 2000 Brio, Kayak, & Vectra Models	01/03/01
Lorne Zeni	MicroAge	Technical Consultant	Yes	Yes	HP	Maintenance and Repair for SPN 901: LaserJet Basic Hardware Training	06/21/99
Lorne Zeni	MicroAge	Technical Consultant	Yes	Yes	HP	Maintenance and Repair for SPN 604: OmniBook 4000, 5000, 6000 Series	06/30/99
Lorne Zeni	MicroAge	Technical Consultant	Yes	Yes	HP	Maintenance and Repair for SPN 064: '99 Brio, Kayak, and Vectra	12/13/99
Lorne Zeni	MicroAge	Technical Consultant	Yes	Yes	HP	Maintenance and Repair for SPN 356: Color LaserJet 8500	12/10/99
Lorne Zeni	MicroAge	Technical Consultant	Yes	Yes	HP	Maintenance and Repair for SPN 361: LaserJet 2100	05/13/99
Lorne Zeni	MicroAge	Technical Consultant	Yes	Yes	HP	Maintenance and Repair for SPN 341: LaserJet 5SI/5SI Mopier/8000/8100	06/15/99
Lorne Zeni	MicroAge	Technical Consultant	Yes	Yes	HP	Maintenance and Repair for SPN 355: LaserJet 4500 N/DN	12/22/99

Contractor: Marketware Technologies
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Name	Employer	Position	Microsoft Certified	Novell Certified	Certified By	Description	Date of Cert
Lorne Zeni	MicroAge	Technical Consultant	Yes	Yes	HP	Maintenance and Repair for SPN 335: Color LaserJet	12/20/99
Lorne Zeni	MicroAge	Technical Consultant	Yes	Yes	IBM	Warranty Basics for Administrators	02/19/01
Lorne Zeni	MicroAge	Technical Consultant	Yes	Yes	IBM	Warranty Basics for Technicians	02/19/01
Lorne Zeni	MicroAge	Technical Consultant	Yes	Yes	Microsoft	MCP	No Date
Lorne Zeni	MicroAge	Technical Consultant	Yes	Yes	Microsoft	MCP Systems Engineer	No Date
Lorne Zeni	MicroAge	Technical Consultant	Yes	Yes	Novell	CNE IntraNetWare	01/15/99
Lorne Zeni	MicroAge	Technical Consultant	Yes	Yes	Novell	CNA IntraNetWare	09/03/98
Dwayne Redd	MicroAge	Network Systems Engineer	Yes	Yes	HP	NetServer Technical Training	08/01/97
Dwayne Redd	MicroAge	Network Systems Engineer	Yes	Yes	HP	Maintenance. and Repair SPN 069: HP 2000 Brio, Kayak, and Vectra	01/03/01
Dwayne Redd	MicroAge	Network Systems Engineer	Yes	Yes	HP	Maintenance. and Repair SPN 064: HP 99 Brio, Kayak, and Vectra	01/11/01
Dwayne Redd	MicroAge	Network Systems Engineer	Yes	Yes	HP	Maintenance. and Repair SPN 414: HP EtherTwist Bldg./JetDirect	01/23/01
Dwayne Redd	MicroAge	Network Systems Engineer	Yes	Yes	HP	Maintenance. and Repair SPN 901: HP LaserJet Basic Hardware Training	01/11/01
Dwayne Redd	MicroAge	Network Systems Engineer	Yes	Yes	HP	Maintenance. and Repair SPN 341: HP LSRJT 5SI/5SI MOPIER/8000/8100/8150	01/22/01
Dwayne Redd	MicroAge	Network Systems Engineer	Yes	Yes	IBM	IBM Desktop Systems	02/12/01

Name	Employer	Position	Microsoft Certified	Novell Certified	Certified By	Description	Date of Cert
Dwayne Redd	MicroAge	Network Systems Engineer	Yes	Yes	Microsoft	Exchange Server Core Technologies	10/03/97
Dwayne Redd	MicroAge	Network Systems Engineer	Yes	Yes	Microsoft	Certified Professional	No Date
Dwayne Redd	MicroAge	Network Systems Engineer	Yes	Yes	Microsoft	Certified Professional + Internet	No Date
Dwayne Redd	MicroAge	Network Systems Engineer	Yes	Yes	Microsoft	Certified Professional Systems Engineer	No Date
Dwayne Redd	MicroAge	Network Systems Engineer	Yes	Yes	Novell	NetWare TCP/IP Transport	01/31/97
Dwayne Redd	MicroAge	Network Systems Engineer	Yes	Yes	Novell	Networking Technologies Education Cert	01/06/97
Dwayne Redd	MicroAge	Network Systems Engineer	Yes	Yes	Novell	CNA NetWare 4	01/22/97
Dwayne Redd	MicroAge	Network Systems Engineer	Yes	Yes	Novell	NetWare Service and Support	01/22/97
Dwayne Redd	MicroAge	Network Systems Engineer	Yes	Yes	Novell	NetWare 4.1 Advanced Admin	11/20/96
Dwayne Redd	MicroAge	Network Systems Engineer	Yes	Yes	Novell	NetWare 4.1 Admin	11/07/96
Dwayne Redd	MicroAge	Network Systems Engineer	Yes	Yes	Novell	NetWare 4.1 Design and Implementation	12/06/96
Dwayne Redd	MicroAge	Network Systems Engineer	Yes	Yes	Novell	NetWare 4.1 Installation and Config Workshop	12/03/96

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Name	Employer	Position	Microsoft Certified	Novell Certified	Certified By	Description	Date of Cert
Glen Spaulding	MicroAge	Senior Advanced Systems Engineer	Yes	Yes	Novell	Authorized CNE NetWare 4	6/3/96
Glen Spaulding	MicroAge	Senior Advanced Systems Engineer	Yes	Yes	Novell	Master CNE	12/28/95
Glen Spaulding	MicroAge	Senior Advanced Systems Engineer	Yes	Yes	Novell	Enterprise CNE	7/25/95
Glen Spaulding	MicroAge	Senior Advanced Systems Engineer	Yes	Yes	Microsoft	Systems Engineer	No Date
Glen Spaulding	MicroAge	Senior Advanced Systems Engineer	Yes	Yes	Microsoft	Product Specialist	No Date
Glen Spaulding	MicroAge	Senior Advanced Systems Engineer	Yes	Yes	HP	HP STAR NetServer Technical Professional	10/20/97
Glen Spaulding	MicroAge	Senior Advanced Systems Engineer	Yes	Yes	ACC	Internetworking Training	6/26/92
Glen Spaulding	MicroAge	Senior Advanced Systems Engineer	Yes	Yes	Compaq	Accredited Systems Engineer Windows NT	9/12/97
Glen Spaulding	MicroAge	Senior Advanced Systems Engineer	Yes	Yes	Cisco	Certified Design Associate	1/22/98

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Name	Employer	Position	Microsoft Certified	Novell Certified	Certified By	Description	Date of Cert
Glen Spaulding	MicroAge	Senior Advanced Systems En Aneer	Yes	Yes	Cisco	Certified Internetwork Expert	Through 1/1/2002
Glen Spaulding	MicroAge	Senior Advanced Systems Engineer	Yes	Yes	Cisco	Channel Interface Processor	No Date
Glen Spaulding	MicroAge	Senior Advanced Systems Engineer	Yes	Yes	Cisco	Router Configuration	9/29/95
Glen Spaulding	MicroAge	Senior Advanced Systems Engineer	Yes	Yes	Cisco	Internetwork Design	3/7/97
Glen Spaulding	MicroAge	Senior Advanced Systems Engineer	Yes	Yes	Cisco	SNA Configuration for Multiprotocol Admin	1/17/97
Glen Spaulding	MicroAge	Senior Advanced Systems Engineer	Yes	Yes	Cisco	Router Installation and Maintenance	4/16/97
Glen Spaulding	MicroAge	Senior Advanced Systems Engineer	Yes	Yes	Cisco	Internetwork Troubleshooting	7/10/97
Glen Spaulding	MicroAge	Senior Advanced Systems Engineer	Yes	Yes	Cisco	Advanced Router Configuration	11/16/95
Glen Spaulding	MicroAge	Senior Advanced Systems Engineer	Yes	Yes	Cisco	CIP Training Course	1/16/98

Name	Employer	Position	Microsoft Certified	Novell Certified	Certified By	Description	Date of Cert
Glen Spaulding	MicroAge	Senior Advanced Systems Engineer	Yes	Yes	Cisco	Voice Over Frame Relay, ATM, IP	1/7/00
Glen Spaulding	MicroAge	Senior Advanced Systems Engineer	Yes	Yes	Cisco	Building Multilayer Switched Networks	1/14/00
Glen Spaulding	MicroAge	Senior Advanced Systems Engineer	Yes	Yes	Cisco	GSR Technical Product Training	1 1/27/00
Glen Spaulding	MicroAge	Senior Advanced Systems Engineer	Yes	Yes	Cisco	Security Reseller Training	3/1/98
Glen Spaulding	MicroAge	Senior Advanced Systems Engineer	Yes	Yes	Apple	DeskTop Publishing	3/8/91
Glen Spaulding	MicroAge	Senior Advanced Systems Engineer	Yes	Yes	Apple	AUX Concepts and Capabilities	8/5/90
Glen Spaulding	MicroAge	Senior Advanced Systems Engineer	Yes	Yes	Apple	DeskTop Media Integration	3/14/91
Glen Spaulding	MicroAge	Senior Advanced Systems Engineer	Yes	Yes	Apple	Macintosh Fundamentals	3/8/9 1

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Name	Employer	Position	Microsoft Certified	Novell Certified	Certified By	Description	Date of Cert
Vincent Marello	LogiSolve	Network Systems Engineer	Yes	Yes	Citrix	CCA (Citrix Certified Admin) for MetaFrame 1.8	11/02/00
Vincent Marello	LogiSolve	Network Systems Engineer	Yes	Yes	DELL	DELL Certified Technician for Dimension Desktops, PowerEdge Servers	08/17/00
Vincent Marello	LogiSolve	Network Systems Engineer	Yes	Yes	Novell	CNE NetWare 5	03/15/00
Vincent Marello	LogiSolve	Network Systems Engineer	Yes	Yes	Novell	CNE GroupWise 5	09/20/00
Vincent Marello	LogiSolve	Network Systems Engineer	Yes	Yes	Novell	CNE IntraNetWare	03/15/00
Vincent Marello	LogiSolve	Network Systems Engineer	Yes	Yes	Novell	CNA GroupWise 5	12/09/99
Vincent Marello	LogiSolve	Network Systems Engineer	Yes	Yes	Novell	Certified Novell Salesperson	10/14/99
Vincent Marello	LogiSolve	Network Systems Engineer	Yes	Yes	Novell	NCE GroupWare	11/05/96
Mark Germanos	MicroAge	Network Systems Engineer	Yes	No	Microsoft	Certified Systems Engineer	No Date
Mark Germanos	MicroAge	Network Systems Engineer	Yes	No	Cisco	Certified Network Associate	01/16/00

Name	Employer	Position	Microsoft Certified	Novell Certified	Certified By	Description	Date of Cert
Tyrone Benson	LogiSolve	Senior Advanced Systems Engineer	Yes	No	Microsoft	Implementing and Supporting Microsoft Systems Management Server 1.2 Exam Score Report	01/28/99
Tyrone Benson	LogiSolve	Senior Advanced Systems Engineer	Yes	No	Microsoft	Implementing and Supporting Microsoft Exchange Server 5.5 Exam Score Report	06/03/98
Tyrone Benson	LogiSolve	Senior Advanced Systems Engineer	Yes	No	Microsoft	Certified Systems Engineer	10/18/96
Louis Godey	MicroAge	Network Systems Engineer	Yes	Yes	3Com	Implementing the CoreBuilding 3500 in a Layer 3 Switched Network	12/15/98
Louis Godey	MicroAge	Network Systems Engineer	Yes	Yes	A+	Cert. Core Service Tech. Examination Score Report	01/29/98
Louis Godey	MicroAge	Network Systems Engineer	Yes	Yes	A+	Cert	02/03/98
Louis Godey	MicroAge	Network Systems Engineer	Yes	Yes	A+	Microsoft Win and DOS Environments. Specialty Exam Score Report	01/29/98
Louis Godey	MicroAge	Network Systems Engineer	Yes	Yes	Chauncey Group Int.	Certified Technical Trainer	03/03/99
Louis Godey	MicroAge	Network Systems Engineer	Yes	Yes	Chauncey Group Int.	Certified Technical Trainer Score Report	12/14/99
Louis Godey	MicroAge	Network Systems Engineer	Yes	Yes	Cisco	CCDA (Cisco Certified Design Assoc.)	12/22/99

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Name	Employer	Position	Microsoft Certified	Novell Certified	Certified By	Description	Date of Cert
Louis Godey	MicroAge	Network Systems Engineer	Yes	Yes	Cisco	DCN (Designing Cisco Networks) Exam Score Report	12/15/99
Louis Godey	MicroAge	Network Systems Engineer	Yes	Yes	Compaq	Enterprise Storage Specialist 5 Day Master ASE Track	10/18/99
Louis Godey	MicroAge	Network Systems Engineer	Yes	Yes	Compaq	ASE Intel/NetWare Specialist	05/19/99
Louis Godey	MicroAge	Network Systems Engineer	Yes	Yes	Compaq	Systems Management Exam Score Report	04/30/99
Louis Godey	MicroAge	Network Systems Engineer	Yes	Yes	Compaq	Compaq/NetWare Integration and Performance Exam Score Report	03/20/99
Louis Godey	MicroAge	Network Systems Engineer	Yes	Yes	Compaq	Designing and Implementing Fiber Channel Solutions Exam Score Report	10/28/99
Louis Godey	MicroAge	Network Systems Engineer	Yes	Yes	Compaq	Designing and Implementing Enterprise Backup Solutions Exam Score Report	02/22/00
Louis Godey	MicroAge	Network Systems Engineer	Yes	Yes	Compaq	Systems Technologies Exam Score Report	03/16/99
Louis Godey	MicroAge	Network Systems Engineer	Yes	Yes	Compaq	Backup and Restore for Compaq Servers Exam Score Report	02/24/00
Louis Godey	MicroAge	Network Systems Engineer	Yes	Yes	Compaq	Accredited Compaq Technician for Desktop/Workstation/Portable Products	Accredited to 05/30/02
Louis Godey	MicroAge	Network Systems Engineer	Yes	Yes	HP	Maintenance. and Repair SPN 061: LXr 8000	08/17/99
Louis Godey	MicroAge	Network Systems Engineer	Yes	Yes	HP	Maintenance. and Repair SPN 055: Netserver E40/E45/E50 Series	08/17/99

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Name	Employer	Position	Microsoft Certified	Novell Certified	Certified By	Description	Date of Cert
Louis Godey	MicroAge	Network Systems Engineer	Yes	Yes	HP	Maintenance. and Repair SPN 062: Netserver LPr	08/17/99
Louis Godey	MicroAge	Network Systems Engineer	Yes	Yes	HP	Maintenance. and Repair SPN 063: Rack Storage 12	08/17/99
Louis Godey	MicroAge	Network Systems Engineer	Yes	Yes	HP	NetServer Technical Training Test V3.2 Score Report	06/18/99
Louis Godey	MicroAge	Network Systems Engineer	Yes	Yes	HP	Maintenance. and Repair SPN 057: HP Netserver LC II/III	08/17/99
Louis Godey	MicroAge	Network Systems Engineer	Yes	Yes	Microsoft	TCP/IP Win NT 4.0 Exam Score Report	09/17/98
Louis Godey	MicroAge	Network Systems Engineer	Yes	Yes	Microsoft	Implementing and Supporting Win NT Server 4.0 Exam Score Report	08/19/98
Louis Godey	MicroAge	Network Systems Engineer	Yes	Yes	Microsoft	Certified Professional	No Date
Louis Godey	MicroAge	Network Systems Engineer	Yes	Yes	Microsoft	Certified Professional + Internet	No Date
Louis Godey	MicroAge	Network Systems Engineer	Yes	Yes	Microsoft	Certified Professional Trainer	No Date
Louis Godey	MicroAge	Network Systems Engineer	Yes	Yes	Microsoft	Certified Professional Systems Engineer	No Date
Louis Godey	MicroAge	Network Systems Engineer	Yes	Yes	Microsoft	Supporting Win NT 4.0 Core Technologies	04/03/98
Louis Godey	MicroAge	Network Systems Engineer	Yes	Yes	Microsoft	Administering Win NT 4.0 Core Technologies	03/12/98
Louis Godey	MicroAge	Network Systems Engineer	Yes	Yes	Microsoft	Implementing and Supporting Win NT Workstation 4.0 Exam Score Report	08/07/98